



 **AnswerForce**
Plans & Pricing Overview

Who We Are?

Let AnswerForce be your phone answering solution in a unique customer experience for your small business, including after hours and bilingual support. Choose your technology medium: voice, web chat, web-form response, and more. Rely on a live professional voice to answer the phone and contribute to your brand image.

At AnswerForce, we pair our phone professionals with high-end technology to help meet the demands of your enterprise. We save you time and costs with a phone answering service while you focus on continued productivity and exceptional customer relations.

Testimonials

Real People

AnswerForce is reliable, responsive and scalable. My Customers deserve that quality in an answering service. AnswerForce taking my calls just makes sense to me

- Doug Knell

The Integration with our Zoho-CRM was a massive bonus. Another huge element was their SetMore appointment booking app. Just Huge!

- Suraj Lobo



OUR SERVICES

How Our Team Powers Your Success



Answering Services

Enhancing customers' experiences with personal attention instead of lifeless automated systems.



Call Center Solutions

Harness the power of our robust systems to handle your high-volume inbound contacts and leads.



Virtual Receptionists

Rely on professional virtual receptionists for your business at a fraction of the cost of in-house staff



Appointment Setting

Automate your appointment and meetings for free with the easy online Setmore scheduler.



Lead Capture

Convert more leads to customers with our multi-channel capabilities and powerful CRM integrations.



Order Taking

Increase your conversions with the personal assistance customers require when placing orders.



24/7 Live Phone Support

Professional associates standing by 24/7/365 to answer your customers' calls on your behalf.



Live Message Relay

Our associates answer calls on your behalf and relay important messages to you or others on your team in real time.



Click to Call

Impress your online visitors and leads with a Click to Call option on any desktop or device, for easy VoIP communications.



Live Web Chat

Engage your online visitors and customers in a live chat session with an associate for the help they need.

Services & Pricing

Live Answering Plans - Larger plans available upon request.

Revised 17-May-2018

90 Minutes \$109/mo [#] \$1.40 per add.min	180 Minutes \$229/mo \$1.30 per add.min	270 Minutes \$249/mo \$1.25 per add.min
460 Minutes \$419/mo \$1.10 per add.min	820 Minutes \$719/mo \$1.05 per add.min	1150 Minutes \$999/mo \$1.00 per add.min

*Minimum \$99 non-refundable set-up fee

#90 day minimum service required on the 90 minute plan

IVR Plans - Larger plans available upon request.

500 Minutes \$29.99/mo 8¢ per add.min	1100 Minutes \$59.99/mo 8¢ per add.min	2200 Minutes \$109.99/mo 8¢ per add.min
5000 Minutes \$229.99/mo 8¢ per add.min	10000 Minutes \$399.99/mo 8¢ per add.min	

*Minimum \$49 non-refundable set-up fee

Add-Ons

<input type="checkbox"/>	Live Operator Relay	\$ 29.99/mo
<input type="checkbox"/>	Live Operator Relay International	\$ 99.50/mo
<input type="checkbox"/>	Fax Message Delivery	\$ 9.99/mo
<input type="checkbox"/>	Additional 800 Number	\$ 9.99/mo
<input type="checkbox"/>	Live Call Transfer (500 Minutes)	\$ 19.99

Billing Information

- Please complete all fields.

Company Name

Contact Name

Billing Address

City

State

Zip Code

Phone Number

Mobile Number

Fax Number

Emergency Number

Card Details

-Please complete all fields.

Card Type

☐ VISA ☐ Mastercard ☐ AmEx ☐ Discover

Credit Card Number

Expiry (MM/YY)

Name on Card

CVV

Sign for Authorization

I hereby authorize AnswerForce to be my contact center and to act as my agent in all matters relating to call center and messaging services, including ordering telecommunications services related thereto. I agree to the terms and conditions of the Service Agreement attached hereto, and I understand my use of any service provided by AnswerForce constitutes acceptance of the terms of the Service Agreement. I authorize AnswerForce to verify the information given on this application and to receive and exchange credit information concerning this account both now and in the future. Provision of service is contingent upon credit approval.

AnswerForce is hereby authorized to charge the indicated credit card on a recurring basis for payment for services performed on my behalf. In the event of cancellation of service, I authorize AnswerForce to subsequently charge any credit card in my recurring credit card authorization agreement for payment of all charges for any services performed on my behalf by AnswerForce. I agree that if I have any problems or questions regarding my service that I will contact AnswerForce for assistance, and I agree that I will not dispute any charges from AnswerForce unless I have already attempted to rectify the situation directly with AnswerForce. I agree that any credits offered by AnswerForce of any charge (including expiration date) in my credit card information, which may be required in writing. I guarantee and warrant that I am the legal cardholder for this credit card and that I am legally authorized to enter into this recurring billing agreement. I agree that termination of this recurring credit card authorization must be in writing to AnswerForce.

Name

Signature

Date

Terms and Conditions

SERVICES: Upon acceptance and approval of my Service Agreement ("Agreement"), A-CTI Teleservices, Inc., (dba ANSWERFORCE, herein referred to as "A-CTI") agrees to make commercially reasonable efforts to provide the services I have selected, and I agree to use those services, in accordance with these terms and conditions of this Service Agreement. There is no charge for interactions less than 30 seconds. All other interactions are billed per minute and rounded up to the nearest whole minute. I understand that I must provide the e-mail, pager, fax, or other telecommunications service that will be used to deliver my messages to me, except the voice mail service that A-CTI will provide upon my request at an additional charge. All telephone numbers provided or arranged by A-CTI remain the property of A-CTI upon any termination of my services. The service is propriety to and the property of A-CTI, and the title thereto remains in A-CTI. All applicable rights in copyrights, trademarks, and trade secrets in the service are owned by A-CTI. I will not sell, transfer or otherwise make available the service to any third parties without the prior written approval of A-CTI. Service is provided for use only by me and my authorized agents. I agree to give A-CTI at least seven (7) business days prior written notice before any known increases in call volume.

BILLING AND PAYMENT: Monthly recurring charges are billed in arrears, and usage charges in excess of the monthly allowance are billed during the month on a periodic basis. I am responsible for payment of all charges for any services performed on my behalf by A-CTI. Payments are due in A-CTI's offices on or before the due date. A-CTI reserves the right to require payment outside the regular monthly billing cycle. If my bill is not paid before the due date, a late fee in the amount of one and one-half percent (1.5%) of the unpaid balance will be applied to my account. I agree that a late fee is a reasonable pre-estimate of A-CTI's damages for late payments. I will be assessed a charge of twenty-five dollars (\$25.00) for each check or other payment to A-CTI which a financial institution refuses to honor for any reason.

TERM AND TERMINATION: This Agreement shall be in effect for a minimum term of ninety (90) days and will remain in force on a month to month basis thereafter until terminated by either party upon thirty (30) days notice. A-CTI reserves the right to increase any of its rates or charges at any time upon thirty (30) days notice. If I fail to pay any bill within ten (10) days of its due date, A-CTI may restrict or terminate my service. I must give A-CTI written notice of cancellation. I will not use the services for any unlawful purpose and only use the services in accordance with the terms and conditions of this Agreement. I understand that A-CTI may immediately restrict or disconnect my service without notice for any violation thereof. If I fail to meet my service agreement, I may be debited an early termination fee for 20 percent of my remaining recurring charges for the (90) day service agreement or \$99.99, whichever is higher.

DISPUTE RESOLUTION: I will send A-CTI a written notice of any dispute on my bill within thirty (30) days after the statement date, or such statement shall be deemed to be correct and payable in full. I will provide detailed information regarding any dispute, and I agree to cooperate with A-CTI in an investigation of disputed matters. If A-CTI initiates legal proceedings to collect any amount due hereunder and A-CTI substantially prevails in such proceedings, then I will pay A-CTI's costs and reasonable attorneys' fees in such proceedings and any appeals. I waive any and all rights I may have to a jury trial in connection with any proceedings concerning this Agreement.

LIMITED WARRANTIES, REMEDIES, AND DAMAGES: A-CTI does not warrant that it will have sufficient resources to handle unexpected increases for transmission errors, corruption of data, or the security of information carried over telecommunication services. Subject to the foregoing limitations, A-CTI will use commercially reasonable efforts to provide the services, and if A-CTI fails to do so, my sole remedy will be, at A-CTI's sole discretion, either: (1) the correction of the failure to provide the services, or (2) a refund of the monthly recurring charges I paid to A-CTI for such services during the period of time that the services were affected. EXCEPT AS SPECIFICALLY SET FORTH IN THIS AGREEMENT, A-CTI MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AS TO ANY SERVICE PROVIDED HEREUNDER. A-CTI SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ANY LIABILITY HEREUNDER WILL BE LIMITED TO DIRECT DAMAGES, AND NEITHER PARTY WILL BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, SPECIAL, INCIDENTAL OR PUNITIVE DAMAGES (INCLUDING LOST PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOST REVENUE, OR LOSS OF GOODWILL) FOR ANY CAUSE OF ACTION, WHETHER IN CONTRACT, TORT, STRICT LIABILITY OR OTHERWISE, ARISING OUT OF OR RELATED TO THIS AGREEMENT. A-CTI'S ENTIRE LIABILITY FOR ANY CLAIM ARISING OUT OF OR RELATING TO THIS AGREEMENT SHALL BE LIMITED TO THE AMOUNTS I PAID TO A-CTI FOR SUCH SERVICE DURING THE TWELVE (12) MONTHS PRECEDING SUCH FAILURE TO PROVIDE THE SERVICE. THE PARTIES ACKNOWLEDGE THAT THESE LIMITATIONS ON POTENTIAL LIABILITIES WERE AN ESSENTIAL ELEMENT IN SETTING CONSIDERATION UNDER THIS AGREEMENT.

AUTHORIZATION AND CREDIT CHECK: All service requests are subject to the approval of A-CTI. I hereby authorize A-CTI to investigate my credit and hereby grant A-CTI permission to disclose to any other interested party(ies) A-CTI's payment/credit experience with my account(s). A-CTI reserves the right to request a letter of credit and/or a security deposit to ensure prompt payment. I understand that my responsibility of payment for all charges survives any termination of this Agreement.

MISCELLANEOUS: This Agreement and all claims relating to the relationship between the parties will be governed by, enforced, and interpreted under the laws of the State of Oregon without regard to its choice of law principles. In the event of legal action to interpret or enforce this Agreement, I agree that the venue will be in the appropriate state or federal court which has jurisdiction over actions brought in Washington County, Oregon. The provisions of this Agreement will be deemed severable, and the invalidity or unenforceability of any provision will not affect the validity or enforceability of any other provision. The terms and conditions of this Agreement may be amended or waived only by a written instrument signed by the parties. The terms of the Dispute Resolution; Limited Warranties, Remedies, and Damages; Authorization and Credit Check; and Miscellaneous sections will survive any termination of service.